



SenwesMobile

Information at your finger tips when you need it where you need it. Make rational decisions based on the very latest figures!

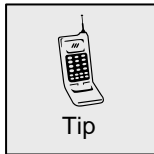
User Manual

Available on both networks.



How to use this manual.

The following indicators are used to facilitate the use of the manual.



Tips provide concise, useful bits of information.

CAUTION

Cautions warn you about potential problems that a procedure might cause, unexpected results, and mistakes to avoid.

NOTE

Notes provide additional information that may help you avoid problems, or offer advice relating to the topic.

Pressing a button on the phone-

- [Answer]** - Press the **Answer** button or indicated **Answer** button.
- [Send]** - Press **Send** button or indicated **Send** button.
- [*]** - Press * button.

Information within square brackets indicates the button that must be pressed.

Entering the service code to access data-

*120*736937#
(S=7, E=3, N=6, W=9, E=3, S=7)
or
*120*SENWES#

This manual is based on the Nokia interface.
Although different interfaces exist, the basic concept and actions stay the same.

What is my next step?

Enter your number-

***120*736937#**

and press the call button as if you want to dial the number.

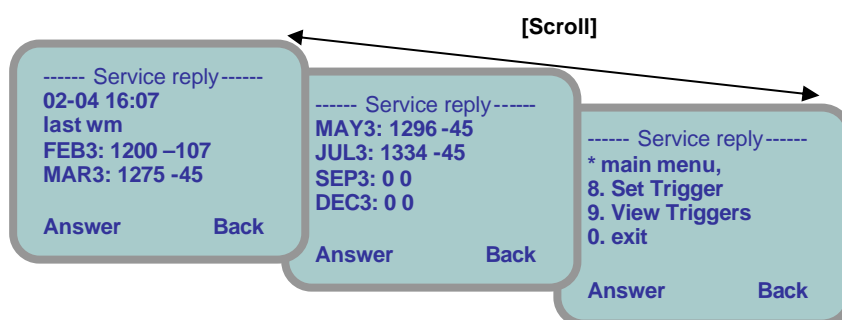
You will immediately receive an indication that the system is busy handling your request with “**Requesting**”. After a few seconds the following, or similar, screen will appear on your phone¹-



Tip

Save this number as a speed dial in your phone. Consult your phone's manual if you are uncertain about the procedure.

¹ - Based on the Nokia 6610 interface.



The screen will contain the following-

The date and time as well as the commodity. To the left of the commodity **last** or **bid** will be displayed.

bid - is the current updated bidding price in rand per ton.

last - after closure the last bidding price.

The contract month, for example **FEB3**, and the contract price. The value following the contract price indicates a rise or fall in the price.

Use the scrolling button to view the rest of the menu.

CAUTION

Ensure that the code is entered correctly. If not the system will not respond or an error message will appear.



Tip

Remember the cell phone has no scroll indicator. It is good practice to always **[Scroll]** to make sure you have read all info.

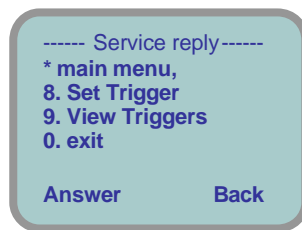
How do I navigate between menus?

NOTE

If this is your first exposure to a full interactive cell phone system, the following should be borne in mind-

Most of the time the system will be waiting for your reaction, in other words your next choice of the available options will be required. The only way, by which the system can alert you to the fact that it requires your input, is to appear as a message on your screen. The operation is similar to that of a bank auto teller. Therefore all instructions by the system to the user will appear on the users cell phone screen. Do not hesitate to experiment! You won't cause any harm!

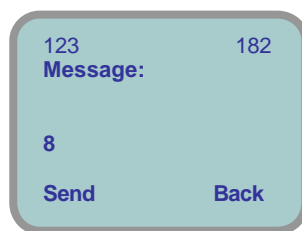
At the bottom of each menu **[Answer]** and **[Back]** or just **[Back]** will be displayed. If **[Answer]** and **[Back]** is displayed you have the option to respond to the menu.



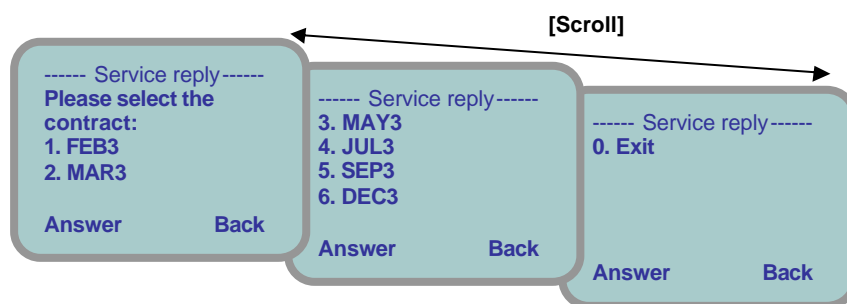
The last menu of the commodity range as well as the exchange rate has 3 options -

- **8. Set Trigger**
- **9. View Triggers.**
- **0. exit**

Any option can be selected by pressing **[Answer]** the option number for example **[8]** and **[Send]**.



A new set of menus will be displayed as reaction to sending **[8]**. In this case the trigger menus.

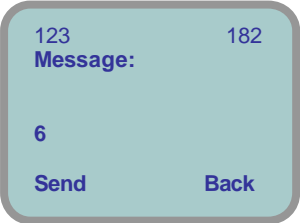
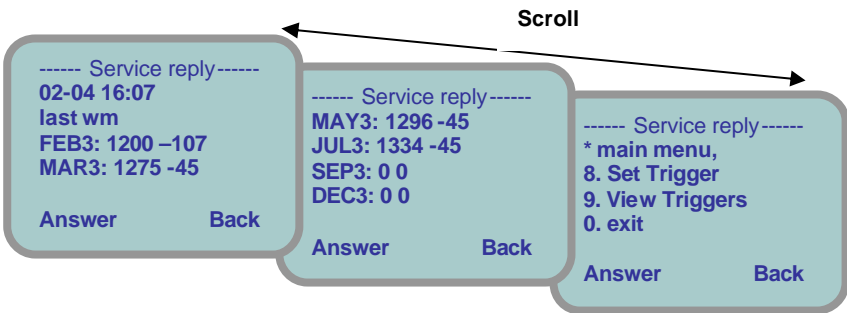


Tip

Remember to **[scroll]**. This will reveal parts of the menu which initially are hidden.

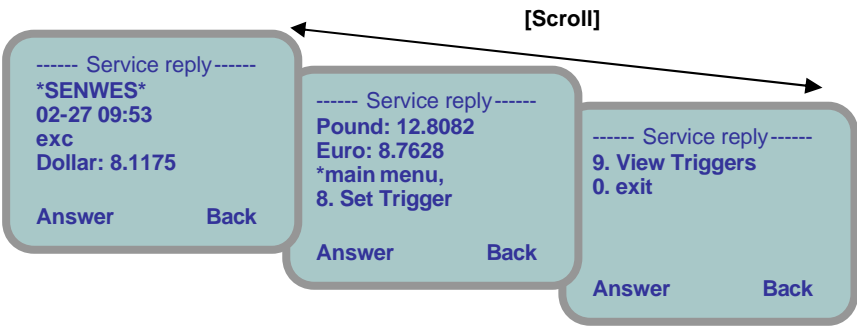
How do I navigate quickly between menus?

If you know the menu number to which you want to move, you can press **[Answer]**, the menu number, and **[Send]** from any menu.



[Answer] [6] and **[Send]** will take you directly to the exchange rate menu.

Exchange rate



Quick navigation can be accomplished by pressing **[Answer]** the option number and **[Send]**.

Navigation from the main menu

123 182

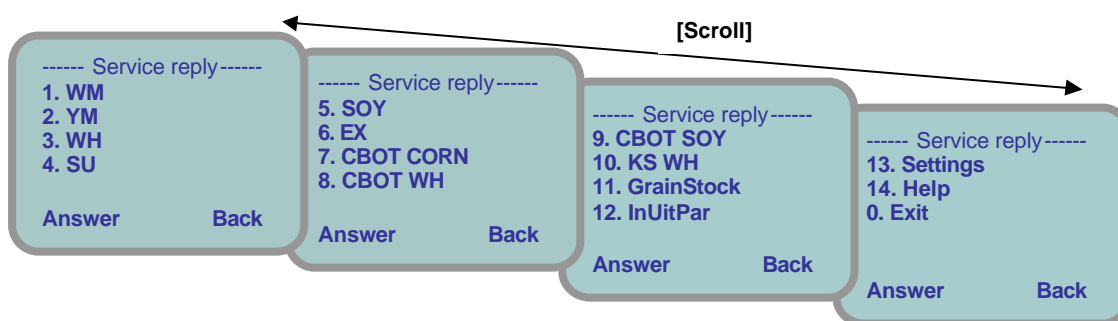
Message:

*

Send Back

[Answer] [*] and [Send] will take you to the main menu.

Main Menu



Tip

Memorise the Main Menu option numbers.
This will come in handy for quick navigation.

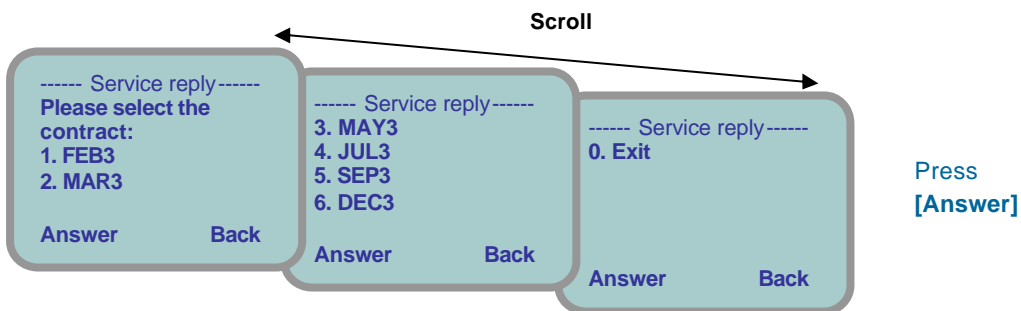
What are Triggers and how do I use them?

Triggers are a unique feature of the application.

You can set triggers to instruct the system to inform you the moment a certain commodity or an exchange rate reaches a certain level. You need never again be concerned that a contract price will reach a level in which you are interested without you knowing.

The system also provides for maximum and minimum triggers. If you set a trigger higher than the present price it is registered as a maximum. A trigger set below the present price will be registered as a minimum. Any number of triggers can be set. For that reason provision is made to view your triggers by selecting "**View Triggers**".

Triggers can be set from any of the commodity or exchange rate menus. To set a trigger simply press **[Answer] [08]** and **[Send]**. The menu from where the set trigger option was called will determine the **Set Trigger** menu. The example shows that the **Set Trigger** option was selected from white maize menu.



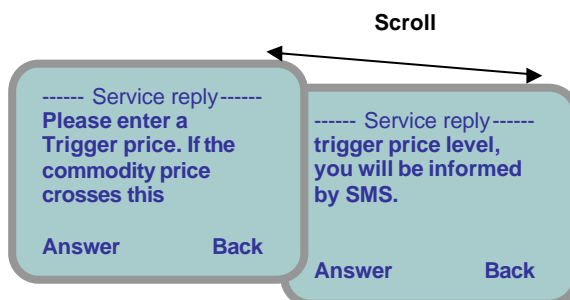
123 182
Message:

1
Send Back

Enter a contract or exchange rate option and press **[Send]**.

CAUTION

Commodity price trigger must be entered in Rand. Exchange rate triggers must be entered as cents (836=8.36).

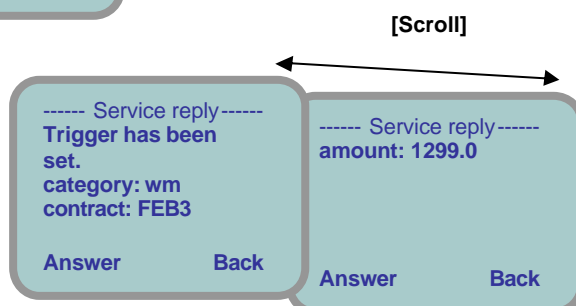


The system will prompt you with the next set of menus asking you to enter the trigger value. Press **[Answer]** to navigate to the next menu.

123 182
Message:

1299
Send Back

Enter the trigger value and press **[Send]**.



In this example a white maize (wm) trigger has been set to the value of 1299. Triggers for any other commodity and exchange rate values can be set in the same manner.

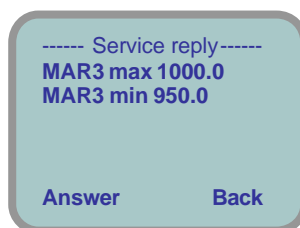
NOTE

All other commodity and exchange rate values can be set in the same manner as the example.

How can I view a summary of my triggers?

The system allows for the creation of more than one trigger. To view a summary of triggers select the “**View Triggers**” option from any commodity or exchange rate menu **[Answer]** **[09]** and **[Send]**.

Trigger summary



A list of the 12 latest triggers will be displayed. The triggers shown depend on the original menu where the option was selected.

NOTE

If the “View Triggers” menu were selected from the exchange rate menu, a summary of exchange rate triggers would have been displayed.



Tip

To quickly navigate to the menu of choice do the following - **[Answer]** **[1,2,3,4,5,6,7,8,9 to 13]** and **[Send]**. The option to exit the system is not always displayed but can be used at any time to quit the system. - **[Answer]** **[0]** and **[Send]**.

View triggers through the Internet

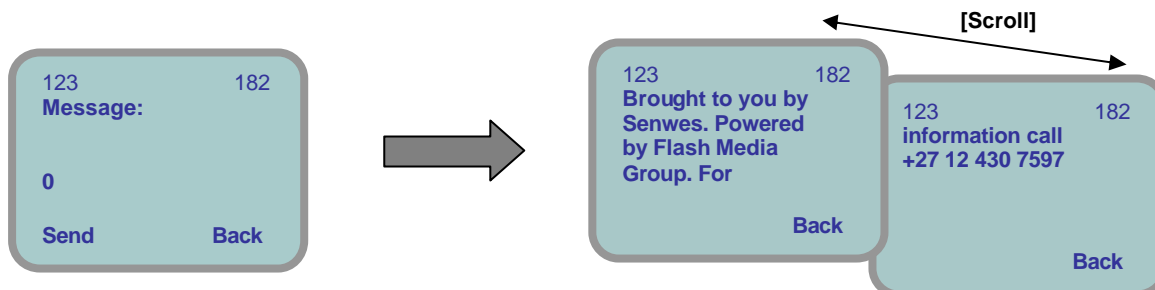
Triggers can be manipulated via the Internet.

Visit <http://www.senwesttrigger.120.co.za>. You must be registered user of SenwesMobile to be able to gain access to trigger information via the Internet.

How do I leave the system (quit)?

To exit the system press **[Answer] [0]** and **[Send]**.

The following screen will be displayed if you have logged out of the system in the correct fashion.



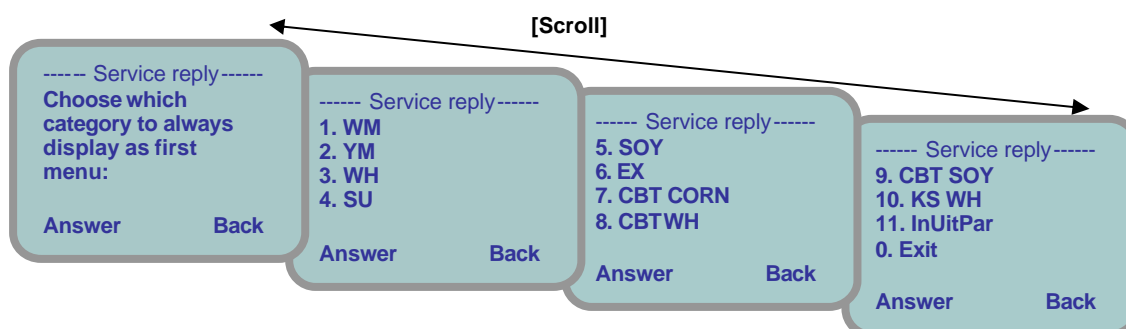
Ensure that you always exit the system after a session. **[Answer] [0]** and **[Send]**. A session not closed will be treated as an active session.

Can I customise the system to my own needs?

When you use the system for the first time you will get the default menu will appear on the screen. This can be **exc** (exchange rate) or any of the commodity menus such as **wm** (white maize).

To customise your startup menu, follow the next steps -

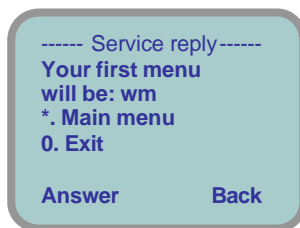
Customisation is done by setting the start menu. From any menu press **[Answer] [12]** and **[Send]**. The customisation menu will be displayed.



Any one of the options 1 to 11 can be saved as startup menu.



Enter [1] and press [Send].



A response with the selected menu will be displayed. This example shows that white maize has been selected and installed as startup menu.



Tip

The selection can be changed whenever you wish to do so, not only when you first use the system.



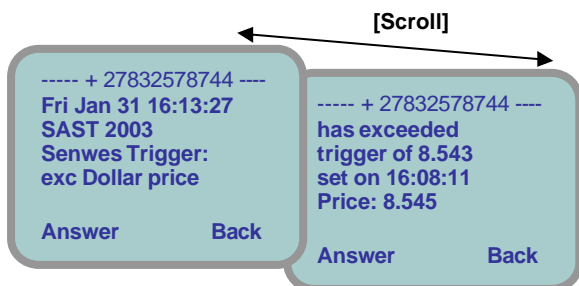
Tip

Save the number (SENWES)
***120*736937#**
as a speed dial in your phone.

How will the system respond to a trigger alert?

You will receive a **SMS** as trigger alert with information regarding the trigger level and current price.

Exchange rate trigger.



CAUTION

The following can cause SMS reception failures either delaying or inhibiting the reception of SMS's-

- Cell phone not configured to receive SMS's.
- SIM card memory full.
- Weak signal.

The example displays a sample of an exchange rate trigger. The following are displayed-

- current date
- exchange rate or commodity
- minimum or maximum
- trigger level
- date trigger was set
- current price (Rand)

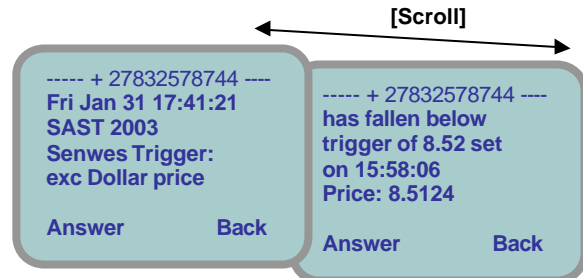
NOTE

The trigger screen also displays information on what caused the trigger, maximum or minimum-

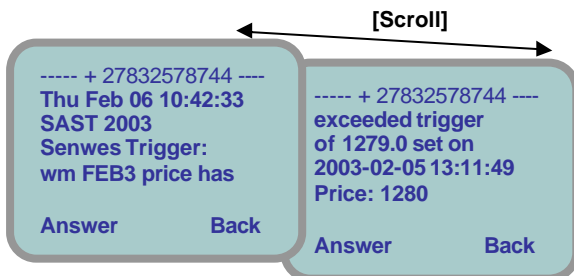
- "exceeded" - maximum
- "fallen below" - minimum

A few SMS trigger samples.

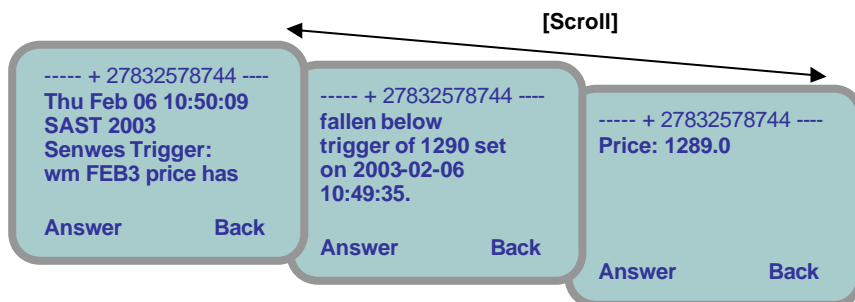
Exchange rate trigger - minimum



Commodity trigger - Maximum.



Commodity trigger - Minimum.



GrainStock

What is GrainStock? The Grain producer has now got instant access to his **Silo** or **Grain stock** information.

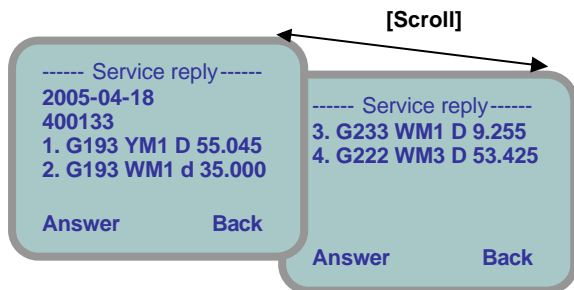
Contact SENWES if you are interested in the functionality.

To access **Silo** information from any screen do the following - **[Answer]** **[11]** and **[Send]**.

NOTE

It is important to notice that you are not by default enabled for the service. SENWES must be informed if you are interested in monitoring **GrainStock** levels.

GrainStock



The sample screen displays the following information-

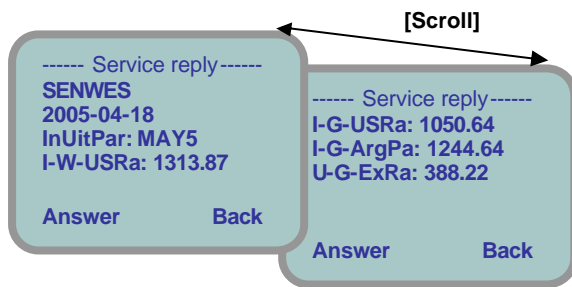
- **2005-04-18** – Date last updated
- **400133** – Client number
- **G193** – Silo (Bothaville silo 3)
- **YM1 D** – Grain type
- **55.045** - Tonnage

Remember always to **[scroll]** to reveal all content. In certain instances a **05.More** will appear at the bottom of the screen. If you press **[Answer]** **[05]** and **[Send]** has the same effect as **Page Down** on a computer. The rest of the information will be transferred to the phone. This is a dynamic feature and will only appear if the information you requested is more than 160 characters.

Import and Export parity

Import and Export parity can now be viewed via cell phone by pressing - **[Answer]** **[12]** and **[Send]**.

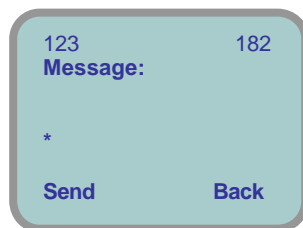
Import and Export parity



The following information are displayed in the sample screens -

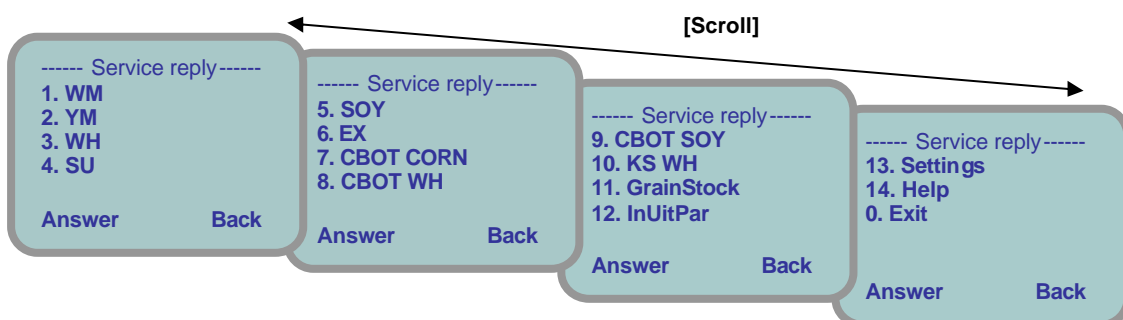
- **2005-04-18** – Date last updated
- **I** – Import
- **U** - Export
- **W** – White maize
- **G** – Yellow maize
- **USRa** – USA to Randfontein
- **ExRa** – Export Randfontein
- **ArgPa** – Argentina to Paarl

Navigation from the main menu to GrainStock



[Answer] [*] and **[Send]** will take you to the main menu.

Main Menu



[Answer] [11] and **[Send]** will take you direct to the **Silo** screen.



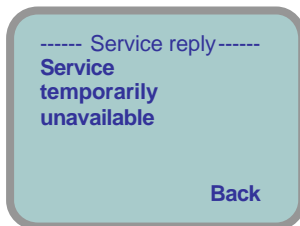
Tip

Memorise the Main Menu option numbers. This will come in handy for quick navigation.

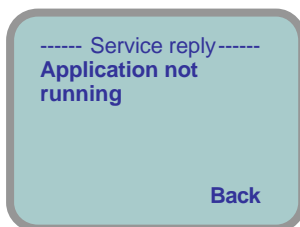
Error messages

Error messages can be a big frustration if the cause is unknown. SenwesMobile, as any system, is not free of such behaviour. Although everything possible is done to limit these problems, errors will occur. These messages can be caused by either a system problem or an action incorrectly executed.

Here are some samples of messages you might encounter.



or

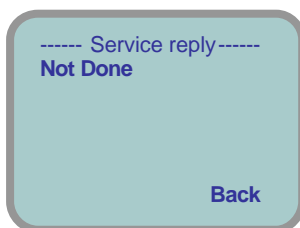


This message is generated when the service you are trying to access is unavailable due to one of the following problems-

- Mobile network.
- Data network.
- Application server.
- Incorrect access number supplied.
- Weak network coverage (signal).

Remedy:

- Make sure you have entered the correct number.
- Check the phone's signal level.
- If you are using short dial make sure the number is still correct or in existence.
- Keep on trying at regular intervals.

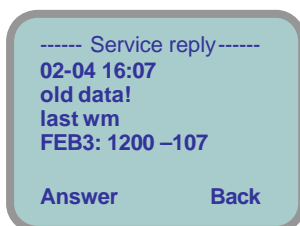


This message is usually generated during normal use and is caused by the following-

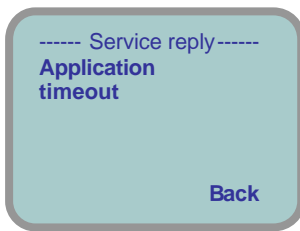
- Communication loss with mobile network.
- Weak network coverage (signal).

Remedy:

- Check the phone's signal level.
- Restart a session.



The message **old data!** appears on a normal screen when data is older than 10 minutes. This is informative and an indication that the data is old and not to be relied on. This is caused by a loss of data feed.

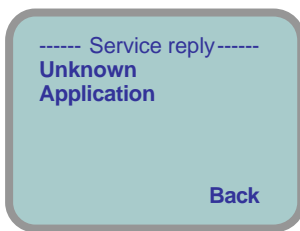


Application timeout message is caused by the following-

- Application unable to handle your request.
- Slow Mobile network traffic.
- Problem with application.

Remedy:

- Restart a session.
- Check the phone's signal level.

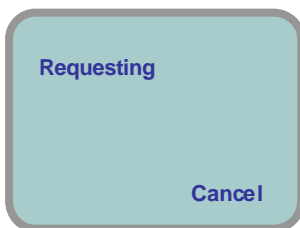


Unknown Application message is caused by the following-

- Incorrect service number used.

Remedy:

- MTN *198*2*736937#
- Vodacom - *120*736937#



When a session is started it keeps displaying **Requesting**.

The problem is normally caused by-

- Weak network coverage (signal).

Remedy:

- Restart a session.
- Check the phone's signal level.

CAUTION

A weak signal can cause various problems. Before accessing the system, ensure that you have a strong signal by observing the signal level indicator of your phone. A lot of uncertainty and unwanted problems can be avoided if you implement this strategy.

Disclaimer:

FMG is not responsible for the data displayed.

This manual must be treated as reference. Menu appearances and layout will differ from phone to phone. The layout in this manual was based on a Nokia 6610.

Application features and enhancements may change menus without any notice.

The latest manuals will always be available on the following websites-

<http://www.flashmedia.co.za>

<http://www.senwes.co.za/senwesmobile/>